

Reaching People (RP) Training terms and conditions

Acceptance of booking and invoicing:

If a booking request is made using the Reaching People website, you will see a submission sent message, confirming we have received your booking request. A booking should only be deemed to be accepted when Reaching People issues an invoice in respect of the booking.

All bookings are subject to availability, confirmation of booking received will not be acknowledged unless requested.

Reaching People has the right to not accept any booking if they have good reason.

Course fee and payment

The fee to attend a course must be paid in full 10 working days before the date of the training.

Reaching People has the right to refuse an attendee entry to if the fee is not paid before the date of the training.

Cancellations

The customer/member must advise Reaching People of a cancellation at least 7 working days before training in order to receive full refund.

If a customer cancels a booking between 6-2 days before the training, then 30% of the course fee will still be payable

If a customer does not advise of a cancellation before the date of the training, then 100% of the course fee will be payable..

Transfers

If an attendee can no longer attend a training date and wishes to transfer to another person, this will be permitted with no extra cost providing Reaching People is known of the change and payment has already been made.



If an attendee can no longer attend a training date, they will be allowed to nominate another person to attend the same training date in their place.

Cancelled courses

Reaching People has the right to cancel a training session after acceptance of nominations. Reaching People will reimburse in full any training fees paid and Reaching People's liability will be limited to the value of the training fees paid.

Reaching People Member discount

Reaching People members will receive a £10 discount per person, per training off their next member contract renewal. If for any reason members do not renew their membership the following year, discount will be invalid and no refund will be permitted.

Personal data

Any personal data supplied by the customer can be processed by Reaching People on the legal bases and for the purposes set out in the Privacy Policy, which is freely available here: <https://www.reachingpeople.co.uk/privacy>

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